



## Create the We Factor Leadership Development Training Overview

**Spectator-Free Workplace™**

### ***Training that brings out the COACH in managers and the WE in teams***

Today's high stressed, social distancing environment of the COVID-19 pandemic is rapidly changing workplace dynamics and the skills requirements for managers to keep their team glued.

No longer a hallway or floor away, managers need to mesh high-tech work tools with old-school communication fundamentals to inspire positive, supportive, productive teams under changing circumstances.

Dulye & Co. training provides relevant, readily applicable strategies and techniques for boosting skills, relationships and results. We help managers be better communicators. We help them bridge distance and disruptions to connect employees. We help them empower others in authentic ways that convey purpose and value.

By creating the **We Factor**, we help organizations advance together.

### **Create the We Factor Training Programs**

Dulye & Co.'s customized, training programs hinge on interpersonal communication practices that instill listening, learning and lending support in everyday team dynamics.

New, experienced and potential managers of large and small organizations will benefit from our practical and portable tools that are immediately applicable. Project leads and managers are also ideal candidates.



To ensure high interaction, meaningful networking and real-time practice, participation is capped at 20. Workshops can be customized for in-person and online learning experiences.

We use a secure, online measurement system with participants to evaluate—real time--the impact of their learning experience as well as the quality of the workshop.

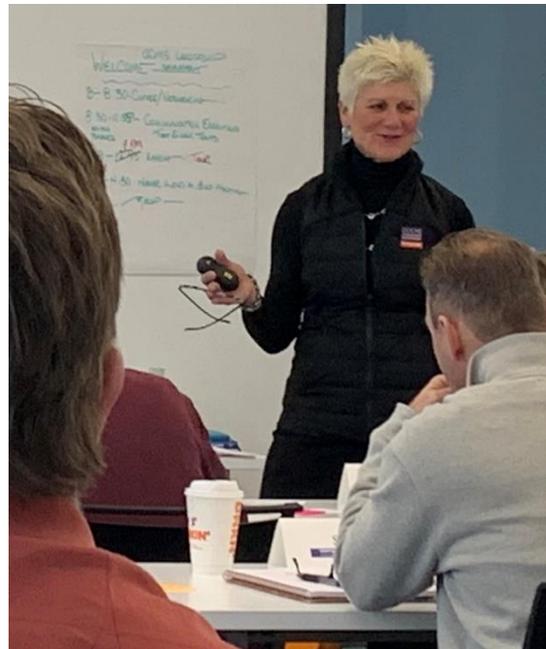
Unique to our training is a customized Action Plan that holds participants accountable for applying what they've learned after the workshop. We design workshop exercises to build rapport and keep those ties active, post-training, through periodic practice swaps and check-ins with colleagues.

## **Communication Essentials that Engage Teams**

This workshop provides concrete techniques for promoting two-way communications using a five-point model that emphasizes listening, learning and sharing the air waves. Mindsets and skill sets expand through interactive exercises that help managers self-assess their leadership style, identify strengths and weaknesses, and prioritize development needs as they complete an Action Plan for on-the-job application.

Participants learn and practice how to:

- Talk with, not at, others through conversations that convey genuine interest
- Build time into busy schedules for meaningful interaction—in person and virtually
- Read others' body language and non-verbal cues, as well as become more aware of their own behavior
- Improve and use small talk skills
- Ask questions that trigger real feedback rather than yes, no or silence
- Manage the inner bias that impedes learning and teambuilding
- Remove barriers to listening
- Handle difficult conversations
- Coach others on their performance and how it contributes to overall goals
- Cultivate sources and networks—internally and externally—for continuous self-improvement
- Recognize colleagues and team members regularly without relying on HR or a budget
- Be a credible role model of behaviors that inspires respect and trusted relationships
- Stay accountable for their professional development.



## **Never Lead a Bad Meeting**

This workshop applies the five-point Communication Essentials model to eliminate the inefficiency, drama and pain associated with one of the most important and valuable communication practices in the workplace: meetings.

We take a holistic approach that highlights essential actions to take before, during and after meetings to ensure a high-quality experience. Exercises and tools show participants how to increase the interaction and outcomes of in-person and virtual meetings. Our training improves skills and preparedness for leading meetings with 2, 22 or more.



Participants learn and practice how to:

- Determine the true purpose for holding a meeting
- Develop a concrete agenda
- Eliminate spectators and silence using inquiry techniques
- Start and end on-time
- Establish and delegate shared roles for meeting management
- Stay on topic by mitigating disruptors and disruptions
- Take real-time notes of decisions, action items and responsibilities
- Create efficiencies in time management and meeting protocol
- Keep momentum and accountability once meetings end
- Role model behaviors that build collaborative, productive meetings
- Conduct periodic checks on effectiveness
- Apply continuous improvement practices.

For more information about our **Create the We Factor** Leadership Development programs and other services that bring out the coach in managers, contact Linda Dulye, Dulye & Co. President, at [ldulye@dulye.com](mailto:ldulye@dulye.com).